

POSITION SUMMARY

This position performs professional, confidential and administrative work providing a variety of office management services and administrative assistance to the Division Administrator and the Division Management Team in a wide variety of management areas. Position is part of and confers with the division Management Team on confidential office issues, options, and alternatives prior to the preparation and dissemination of Division decisions (e.g., budget decisions including position reductions or restructuring of programs, fee structures, etc.); this may include access to confidential and sensitive information regarding employment relations topics (e.g., PE documents including employee performance plans, etc.). Work involves complex records processing, and office management. Employee provides support and information to managers for their use in planning and making program-area related decisions, some of which are guided by laws, rules, and departmental policy.

Position performs operating budget preparation and maintenance of accounts throughout the fiscal year– this includes a current staff make-up of 160 positions and annual budget of approximately \$14 million (GPR, PR, SEG, PRS and Federal funding).. Employee participates in Division management meetings involving major budget and policy issues. Position works closely with federal offices, Division staff, and Bureau of Finance staff in preparing grant applications and maintaining Division federal grants and contracts. Position plays a major part in personnel transaction and support activities for the Division (e.g., hiring, staff FMLA information needs, Worker's Compensation; Health & Safety Officer liaison regarding accidents/injuries, etc.). Position is responsible for overseeing that departmental and Division policies are being complied with, reaching out for support as issues or questions arise. Position works on a variety of special projects assigned by the Division Administrator. Work is performed under general supervision.

Work involves serving as a technical resource on internal work procedures, including budget or personnel transactions. The position will serve as a liaison with division managers and staff, the Bureau of Finance, and Human Resources.

GOALS AND WORKER ACTIVITIES

40% Goal A: Coordinate and participate in the development and administration of the annual operating budget.

- A.1 Manage the operating budget in the Division. This includes working with the Division Management Team and other special department budget teams to discuss and prepare operating budget needs and information.
- A.2 Attend all operating budget meetings for the division. Meetings may concern: Rules handed down from the Secretary's office for budget preparation; federal funding changes that affect the division and Department; budget decisions imposed on the department that need division action, input, etc.
- A.3 Review monthly budget reports generated by the department's Finance office and the detailed expenditure ledgers generated by the Department of Administration (verify amounts/balances, notify the Department Finance office of necessary correction transfers due to misappropriation assignment, overspending on budget lines or unforeseen or projected line shortages/deficits).
- A.4 Serve as a resource to various grants positions regarding Federal Inspection grants with EPA.
- A.5 Act as Division contact in assisting Federal review auditors and Legislative Audit Bureau auditors by providing information and explaining division budget practices and procedures.
- A.6 In conjunction with Finance staff, review quarterly budget status reports with the Administrator, Bureau Directors, Program Managers, and Executive Staff. As requested, work with Finance and division staff to coordinate written narratives pertaining to budget concerns (e.g., basis for future projections, potential shortfalls, etc).
- A.7 Review and analyze division budget with department fiscal officer and budget analyst and discuss areas of concern.

- A.8 Direct division-wide purchasing and payments. Provide support staff with information on the assignment of correct appropriations for payments and deposits. Discuss new or unusual purchase requests with management and line staff, consulting with Finance staff as appropriate.
- A.9 Communicate budget status to the division Administrator and Bureau Directors concerning the management of the division's operating budget. Make recommendations, develop strategies and ask for feedback. Implement spending changes based on management team decisions.
- A.10 Provide data or do support work in the analysis of division program fee structures and impact. Conduct cost analyses and research trends in the program area in consultation with the program managers.
- A.11 Provide fiscal estimates for use in the biennial budget and to fulfill program needs. Serve as the back-up for the biennial budget process, which may entail responding to inquiries from other biennial budget participants.

20% Goal B: Provision of personnel management and related activities to the division; serve as the Division Office Manager.

- B.1 Perform functions to fill all Division vacancies which includes: Request to Staff submissions, assist HR staff with placing announcements, in consultation with HR provide direction to program managers on appropriate exam/interview questions and benchmarks, coordinate division recruitment interviews & logistics, assist with hire selection paperwork – Administrator approval and entry into agency workflows – SharePoint, etc.
- B.2 Provide on-boarding and off-boarding for all new Division employees which include, but is not limited to: administrative policies, completion of personnel forms, collection of hire survey information for HR, issuance/collection of p-cards or other office equipment, processing of electronic hire/separation forms in SharePoint, supplies, etc.
- B.3 Send correspondence to new hires on first week schedule and orientation information; coordinate schedule for mandatory training sessions with trainers, supervisor, HR, etc.
- B.4 Act as division liaison with the agency Human Resources office or Health & Safety staff on a variety of personnel topics (e.g., Family and Medical Leave Act, Outside Employment, accidents or injuries, reasonable accommodations, Leave Without Pay requests, etc.); ensure action items are completed accordingly (e.g., purchase of approved accommodation items for staff, etc.
- B.5 Manage, coordinate, and track a range of HR related items for the division, including but not limited to: current position descriptions & org charts, staff reclassifications – criteria and submission status to HR, division PE due dates (annual, probationary), coordinate division DERA/DMC submissions, LTE hour tracking, etc. As information is exchanged with HR, ensure appropriate information is subsequently provided to division supervisors and/or employees.
- B.6 Regulate the career development training program practices in the division/within each bureau. This includes tracking on bureau training plans and assessing funds available to complete training when requested or proposed in a broader bureau/work unit training plan; update Administrator on requests.
- B.7 Maintenance of a training log and/or entry of completed staff training into the State's Enterprise Learning Management (ELM) system. Serve as a division training liaison, including for ELM topics, staff LinkedIn-on-line training request and corresponding license use status, etc.
- B.8 Maintain confidential personnel file for each employee in the Division; monitor completion of performance evaluations as needed (e.g., annual evaluations, probationary reviews, etc.).
- B.9 Prepare Division hiring plans and coordinate implementation with each Bureau.

- B.10 As Division Office Manager (DOM): attend DOM meetings; manage division facility requests (e.g., electrical, telephone, etc.), maintain floor plans and coordinate office changes, obtain work estimates to assess with budget, monitor work through completion, and direct payment; etc.

15% Goal C: Provision of special program assistance and project work for the Division Administrator and Bureau Directors.

- C.1 Manage, maintain and update the Division of Trade and Consumer Protection Policies and Procedures Manual.
- C.2 Work on special projects as requested by Administrator. Work includes assignment to special department committees and task forces.
- C.3 Attend meetings as a division representative as appropriate (e.g., DOM meetings, meetings identified by Administrator or other member of the management team, etc.); take notes and report out. Schedule staff meetings for division management as requested, managing all logistics (rooms, attendees, etc.).
- C.4 Prepare requests for additional spending or position authority (e.g., 13.10s or 16.54s for items such as project position requests) in consultation with division program managers.
- C.5 Respond to questions from industry and other agencies by phone or letter to convey department, division and program mission, objectives, program budgets and personnel practices.
- C.6 Respond to questions from field and/or central office staff on administrative procedures, policies, budget and personnel issues.
- C.7 Attend Division management meetings to report on budget, administrative and personnel activities and office management.

15% Goal D: Responsible for basic financial and division administrative support activities.

- D.1 Direct division payment activities. Audit and approve all invoices (P1s), travel vouchers (TLs) and receipts of revenue (CRs) according to established timeframes and following accepted division, department and DOA procedures.
- D.2 Serve as division point of contact for staff questions regarding: purchasing, p-cards and travel guidelines. Train newly hired employees on the reporting of travel and purchasing card expenses.
- D.3 Coordinate all purchasing and printing requests. Ensure completeness and accuracy of requisitions, approve and/or obtain necessary signatures for approval. Evaluate necessity and cost of items, bringing unusual or costly requests to the attention of the PPC and/or Bureau Directors. Negotiate discounts, delivery charges etc. Discuss and make decisions on new or unusual purchase requests with management and line staff. Attend purchasing training sessions to learn proper purchasing methods.
- D.4 Conduct simplified bidding and negotiated contracts for services and equipment purchases. Approve division purchase orders in PurchasePlus system. Verify orders/invoices against purchase requests. Work with vendors to solve discrepancies or disputes related to purchase orders or invoices.
- D.5 Research and prepare all blanket purchase orders prior to established deadlines each fiscal year. Track payments during the fiscal year and authorize BOF to adjust balances as needed.
- D.6 Oversee the division's purchasing card process: audit staff accounts, notify staff and staff's direct supervisor of any problems and/or past due accounts, designate expenditures to be transferred to another account, serve as main point of contact with BOF staff. Follow all p-card rules.

- D.7 Direct the division's inventory functions. Coordinate the annual inventory of supplies on hand and verification of capital equipment at the Central office and with the division field offices. Submit report of additions and deletions to BOF. Track IT inventory throughout the fiscal year and update log used to determine the division's IT assessment allocation. Maintain all inventory records.
- D.8 Coordinate all routing of grants/contracts and out of state travel requests. Assign/verify funding as needed and ensure all required documentation is completed for approval routing. Track progress as needed.
- D.9 Serve as division fleet manager – enter monthly mileage reports into Fleet Anywhere system and track annual mileage for all (50) division fleet vehicles. Verify monthly charges from DOA Central Fleet. Research and create all requests for new/replacement vehicles. Coordinate the submission and approval of vehicle transfer and vehicle use agreement forms through the agency fleet manager.
- D.10 Identify, coordinate, and resolve space and facilities issues. Determine equipment needs, coordinate electrical and telephone work, develop and maintain office layout and floor plan, arrange office layout to allow for change in office staff and equipment, obtain estimates for contractual work, monitor work completeness, and arrange payments.
- D.11 Coordinate the development and maintenance of a procedural book for all financial functions performed by or affecting support staff in the bureau.
- D.12 Make recommendations to management on how to improve financial operations within the division.

10% Goal E: Performance of other program and office management work as assigned.

- E.1 Serve as Privacy Protection Coordinator for the division. Work involves responding to data breaches and reporting to department officials. Ensuring training of staff has been completed as well as identifying potential issues as it relates to privacy protection.
- E.2 Monitor and audit the leave accounting activities and other division employee information. Provide technical advice on office procedures as necessary.
- E.3 Provide oversight to forms management for the division, including: review of needed revisions, direct support staff to implement revisions, forms record-keeping, and assure that record retention and disposal agreements (RDAs) are followed.
- E.4 Assist the division in the compilation and billing for open records requests.
- E.5 Monitor division and department reporting requirements and conduct appropriate follow-up when items are not completed on time, working with staff to develop a remedial action plan.
- E.6 Draft correspondence for review and/or signature. Edit for grammar, punctuation, and spelling. Assemble needed enclosures and mail/e-mail as appropriate.
- E.7 Coordinate Division Administrator signature on memos, contracts, enforcement documents, hire recommendations, etc. as required. Disseminate program information as appropriate or directed.
- E.8 Perform other general office support duties (e.g., manage mail, phone messages, filing, copies, division supplies, maintain orderly common areas, etc.).
- E.9 Serve as one of the division's floor captains for emergency situations (e.g, tornado & fire drills, etc.).
- E.10 Other duties as assigned.

Knowledge, Skills, and Abilities Required:

1. Comprehensive knowledge of operating budget development and administration, including skill in auditing records.
2. Considerable knowledge of fiscal methods and basic accounting procedures. This includes purchasing and travel, payments, revenue tracking, etc.in the state accounting system (STAR/PeopleSoft).
3. Effective research and problem solving skills. This includes the ability to compile and track data, prepare reports and present summary information to supervisory staff or others as requested.
4. Basic knowledge of grants administration, including filing and reporting requirements.
5. Considerable ability to effectively communicate verbally and in writing. This includes the ability to apply the basic principles of English, grammar, spelling, formatting of professional correspondence, etc.
6. Knowledge of project planning and evaluation techniques.
7. Ability to establish and maintain effective working relationships with division staff, other agency officials, business organizations, and the general public – including confrontational and adverse situations.
8. Effective computer skills, including knowledge of Microsoft Products (e.g, Excel, Word and Access), State PeopleSoft system, SharePoint, etc.
9. Working knowledge of office layout and design needs.
10. Considerable knowledge and the ability to organize work and analyze reports.
11. Working knowledge of personnel policies, practices and procedures; this includes working knowledge of the state compensation plan and related administrative codes.
12. Considerable knowledge of administrative practice and procedures necessary to plan, implement and coordinate a variety of major programs at the division level.
13. Ability to work independently and set individual priorities to meet the demands of the position and work deadlines.
14. Ability to utilize appropriate and sensitive discretion in dealing with confidential communications and situations. This includes exercising independent judgement in processing requests for information, meeting the needs of callers, responding to agency managers or staff, etc.

PERSONAL CONTACTS AND THEIR PURPOSE: Considerable contact with staff in DTCP as well as the Division of Management Services (DMS) (e.g., Finance, Human Resources, IT), and both assigned and other division support staff on a daily basis. The purpose of these contacts would be to carryout the division's administrative policies and directives as well as to ensure effective processing of DMS requests/transactions.

This position will on occasion meet with Department of Administration, Legislative Fiscal Bureau, or other state officials to discuss division budget and/or personnel matters.

This position coordinates work with the general public through phone calls and/or personal contacts. This position has regular contact with potential job applicants seeking job, program and division information.

DISCRETION AND ACCOUNTABILITY: This position provides confidential administrative assistance to the Administrator and other division managers. Programs are generally conducted within the broad guidelines of Wisconsin laws and operational procedures.

This position is responsible for independently managing work, establishing priorities, and keeping management staff updated appropriately. This position is responsible for the development and maintenance of the Division of Trade and Consumer Protection Policies and Procedures Manual which includes the direction of form revision, procedure revision and records management (e.g., RDA management for division, personnel processing manual/information for division supervisors, etc.). This position has the responsibility for the process for filling all division vacancies, handling personnel matters and providing administrative assistance to the division administrator.

WORK ENVIRONMENT: This is primarily an office position, but may have occasional travel for meetings or other assignments from the Administrator. Occasionally, problems develop which create a conflict environment which must be resolved in meeting the Department's goals and objectives and also be able to maintain good public image.